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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/824,850	04/02/2001	Simon Jacobs	500744.01	9966

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DORSEY & WHITNEY LLP
INTELLECTUAL PROPERTY DEPARTMENT
SUITE 3400
1420 FIFTH AVENUE
SEATTLE, WA 98101

EXAMINER

BOYCE, ANDRE D

ART UNIT	PAPER NUMBER
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3623

MAIL DATE	DELIVERY MODE
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08/28/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

DETAILED ACTION

Information Disclosure Statement

1. The IDS submitted January 22, 2007 has been considered, including the Bisio et al (Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers) reference, which was not originally considered.

Conclusion

2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Andre Boyce whose telephone number is (571) 272-6726. The examiner can normally be reached on 9:30-6pm M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

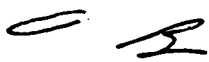
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Art Unit: 3623

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adb
August 23, 2007


ANDRE BOYCE
PATENT EXAMINER
A.U. 3623